

PERSONNEL COMMITTEE

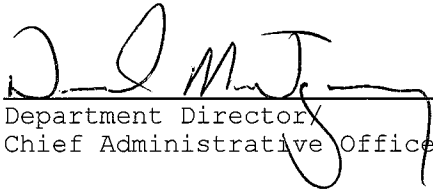
11-0199R

RESOLUTION APPROVING PROPOSED AMENDMENTS TO THE  
SPECIFICATIONS FOR THE CIVIL SERVICE CLASSIFICATION OF  
CUSTOMER RELATIONS SUPERVISOR.

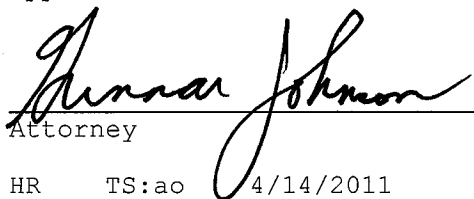
CITY PROPOSAL:

RESOLVED, that the proposed amendments to the specifications for the civil service classification of customer relations supervisor, which were approved by the civil service board on November 3, 2010, and which are filed with the city clerk as Public Document No. \_\_\_\_\_, are approved. This classification shall remain subject to the city's collective bargaining agreement with its supervisory unit employees and compensated at Pay Ranges 1055-1085.

Approved for presentation to council:

  
\_\_\_\_\_  
Department Director/  
Chief Administrative Officer

Approved as to form:

  
\_\_\_\_\_  
Attorney

Approved:

  
\_\_\_\_\_  
Auditor

HR TS:ao 4/14/2011

STATEMENT OF PURPOSE: The job description was updated to reflect current duties of the classification. The pay rate negotiated for this classification is Pay Ranges 1055-1085, pay rate of \$4,418 to \$5,958 per month. This is a change from Pay Ranges 1045-1055, pay rate of \$4,228 to \$5,388 per month.

## CUSTOMER RELATIONS SUPERVISOR

**PURPOSE:** To coordinate and supervise the work-daily activities of assigned customer service personnel in-for the Customer Services Division of the Public Works and Utilities-Department to ensure accurate and efficient completion of utility billing functions.

### FUNCTIONAL AREAS:

1. Plan, direct, supervise and evaluate organize, and coordinate the services activities and operations provided by the of assigned personnel within the Customer Services Division- personnel.

- \* A. Supervise the gathering and processing of data used in Division operations to ensure accuracy and completeness.
- \* B. Review and verify utility account services and bill processing; and perform quality control audits in order to insure accuracy of billing records.
- \* C. Update and maintain utility billing software and data integrity, including billing rate file and various meter read reports.
- \* ~~B. Supervise Divisional programs and/or operations assigned. Evaluate and recommend improvements.~~
- \* ~~C. Evaluate Divisional policies and procedures in order to recommend cost-effective improvements in customer service~~
- \* D. Monitor, maintain and ensure the proper functioning of the utility billing system; Identify and troubleshoot system issues;
- \* E. Test, control and verify enhancements to utility billing software applications.
- \* F. Coordinate and provide systems training to employees as needed.

- \* ~~DG. Resolve customer disputes. Respond to escalated inquiries and requests from the general public and business community, ascertaining the needs of the customer and providing appropriate assistance and information through friendly, professional customer service skills.~~
- \* ~~EH. Assist in department Divisional budget development and approve expenditures.~~
- \* ~~FJ. Communicate and coordinate with internal and external agencies and the general public in order to provide effective customer service.~~
- \* ~~G. Supervise the ordering of supplies, materials, and equipment.~~
- \* ~~H. Monitor activities to ensure conformance with governmental regulations, departmental policies, safety regulations, and labor agreements.~~
- \* ~~IJ. Perform the duties and responsibilities of Manager, Customer Services in his/her absence.~~

2. Supervise assigned staff.

- \* A. Prioritize, assign and direct work and projects.
- \* B. Coordinate work schedules and approve or reject leave requests.
- \* C. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.
- \* D. Establish work standards, provide coaching and feedback, and conduct employee performance evaluations.
- \* E. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.
- \* F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.

- \* ~~G. Effectively recommend adjustments or other actions in employee grievances.~~
- \* ~~H. Delegate authority and responsibilities to others as needed.~~
- \* ~~I. Disseminate instructions and information to employees through oral and written communications.~~

2. ~~Supervise the Customer Services Division staff.~~

- \* ~~A. Prioritize, schedule and assign work, including developing yearly duty schedules.~~
- \* ~~B. Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.~~
- \* ~~C. Establish work standards, provide coaching and feedback, and conduct employee evaluations.~~
- \* ~~D. Discipline assigned personnel as necessary.~~
- \* ~~E. Provide for the training of employees in proper and safe work methods and procedures.~~
- \* ~~F. Effectively recommend adjustments or other actions in employee grievances.~~
- \* ~~G. Delegate authority and responsibilities to others as needed.~~
- \* ~~H. Disseminate instructions and information to employees through oral and written communications.~~

## JOB REQUIREMENTS

### Education & Experience Requirements

- ◆ A. Degree in Business Administration, Public Administration or a related field, plus two (2) years of progressively responsible, verifiable experience in office management and administration; or a combination of education and experience which is accepted as equivalent.

### Knowledge Requirements

- ◆ A. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.
- ◆ B. Knowledge of budgeting theory, methods, principles and practices.
- ◆ C. Knowledge of program planning, implementation, analysis and evaluation principles and practices.
- ◆ D. Extensive knowledge of the principles, methods and techniques used in computerized billing, credit, and collection.
- E. Knowledge of natural gas and water utility operations.
- F. Knowledge of labor relations and labor agreements.
- ◆ G. Knowledge of research and data analysis methods for the purpose of budget and program management.
- I. Knowledge of local, state, and federal laws and regulations related to credit and collection work and gas and water meter and appliance installation, operation and repair.
- ◆ J. Knowledge of effective training methods.

### Skill Requirements

- ◆ A. Skill in supervising and directing work of others in an open and participative work environment.
- 7 B. Skill in evaluating, and analyzing operations and procedures related to division

- ◆ BC. activities, including prioritizing, scheduling and coordinating work projects. Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving conflicts.
- ◆ CD. Skill in preparing and presenting accurate and concise written and oral reports to individuals and groups.
- ◆ DE. Skill in ~~supervising others~~ interpersonal relations.
- ◆ F. Computer skills, specifically spreadsheet, word processing applications and utility billing software

#### Ability Requirements

- ◆ A. Ability to interpret and analyze data and descriptive statistics.
- ◆ B. Ability to establish and maintain effective working relationships with coworkers, other City staff, sutomers and the general public, staff, and City administrators.
- ◆ C. Ability to work independently to complete assignments with minimal information and general instructions.
- ◆ D. Ability to use good judgment during emergency situations, such as unplanned events, power outages, and sudden system failures.
- ◆ E. Ability to design and deliver presentations.
- ◆ F. Ability to attend work on a regular basis.

◆ ~~D.~~ Ability to research new products and contract services, collect bids, and make price comparisons.

#### Physical Requirements

- ◆ EA. Ability to transport oneself to, from, -and around various work sites locations within and outside the city.
- ◆ FB. Ability to transport light loads such as presentation materials weighing up to 25 pounds.
- ◆ ~~G.~~ Ability to attend work on a regular basis.

\* Essential functions of the position

- ◆ Job requirements necessary on the first day of employment

				Anlst: <del>CT</del>	Date: <del>—</del>
				Union: Supervisory	Pay: 1045-1055
				CSB: 20011204	Class: <del>—</del>
				CC: 20020311	Res: 02-0168R
<u>Anlst:</u>	<u>Class:</u>	<u>Union: Supervisory</u>	<u>Pay:</u>	<u>CSB:</u>	
<u>CC:</u>	<u>Res:</u>	<u>EEOC: Skilled Craft</u>	<u>EEOF: Utilities/Transportation</u>	<u>WC:</u>	